				the departments.	department.			All payments for 2010/11 to be reviewed to regularized. SLA ????????
59.	No supporting documentation for journals.	H	Exp Budget		Person authorizing journals both on hard copy and on Munsoft must ensure that there are adequate supporting documents to explain the reason/s for the journal entry.	T. Shezi and Z Mkhize	01/02/2011	JEs will only be authorized if the relevant supporting documentation is attached.
60.	Operating leases incorrectly classified and disclosed	H	Budget		Disclosure corrected in the AFS for the year ended 30 June 2011. Full list and supporting leases to be sourced and filed for 2010/11 financial year.	T Shezi	15/04/2011	File of operating and finance leases to be compiled.
61.	Grants and projects, no expenditure incurred in the current year.	M	Exp	Lack of monitoring of grants	• Monthly reporting on unused grants by Finance to user department. • Prepare an item for Council Resolution to disperse unspent grants that could not be traced for it intended use.	T.Shezi	31/03/2011	Grant reconciliation to be sent to user department for feedback on why grants have not be spent. Responses to be escalated to MM and HOD.
62.	Exceeding of approved MIG resulting in unauthorized expenditure.	H	Budget	Lack of budget monitoring	• Improve the budget monitoring by the Budget Officer/Technical Service (Project Manager)	Budget	31/03/2011	
63.	Non Compliance with SCM Regulations and indicators of fraud (VIP Toilets).	H	MM		MM to institute investigation into the hiring of VIP toilets as highlighted by the AG.	MM	30/04/2011	Meeting with CFO and IA set to institute plan of action. Investigation still to be instituted.
64.	Material loss of water.	H	Tech Services		Monthly water loss monitoring and implementation of water loss saving plan to minimize water liosses.	Director: Tech Services	31/03/2011	
65.	IT audit findings.	HH	MM		Service provider to address issues raised in the IT Management Report.	MM	30/04/2011	Terry Lewis appointed to address IT issues raised in the AGs IT Report.

2009/2010 iLembe SDBIP - Operating Budget - Finance Department

National KPA	Key Performance Area (KPA)	Baseline indicator	Key Performance Indicator KPI	Annual Target	Performance – as per target								Individual	MM's Score	Agreed Score	Evaluation Score	Comments
					[illegible]		[illegible]		[illegible]		[illegible]						
					Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual					
	1. Monthly Departmental reporting to MM Type of Reports: - Budget Control Reports (operating and capital expenditure) - Cash Flow Forecast Loans -SCM Compliance	Report by 8th of every month.	Reports submitted by 8th of every month.	Monthly.	Reports submitted by 8th of every month.		Reports submitted by 8th of every month.		Reports submitted by 8th of every month.		Reports submitted by 8th of every month.	N/A	Director Finance	N/A	N/A	N/A	No Director
	Monthly Departmental reporting to PMS Unit	Report seldom by 15th of every month in 2008/2009	Reports submitted by deadline and quarterly appraisals held	Monthly Report - 15th of following month Quarterly Face-to-Face Appraisal within 1 week of report deadline - by 22nd of following month	Reports submitted by 15th of every month Face-to-Face Appraisal by 22nd of next quarter's first month		Reports submitted by 15th of every month Half-Year Face-to-Face Appraisal by 22nd of next quarter's first month		Reports submitted by 15th of every month Face-to-Face Appraisal by 22nd of next quarter's first month		Reports submitted by 15th of every month Annual External Panel Face-to-Face Appraisal by end July / early August 2010	N/A	Director Finance	N/A	N/A	N/A	No Director
	Staff Complement	Inadequately staffed SCM, accounts payable and revenue sections	No of appointments	17 appointments by Sept 2009 (1 SCM Manager, 1 SCM Acct, 2 Stores Asst, 2 Acct payable clerks, 2 credit control clerks, 2 Database Clerk, 1 Billing Clerk, 3 Meter Readers, 1 Snr Enquiry Clerk, 1 Payroll Officer, 1 Admin Asst)	17 appointments		N/A		N/A		N/A	N/A	Director Finance	N/A	N/A	N/A	No Director
	Implementation/Extension of Data Cleansing Project	Project started in KwaDukuza Number of accounts/(erfs) within each area/lm a) KDM - 15294 (9192) b) Grouteville 4990 c) Mandeni 473 (5308) d) Ndwedwe 7241 e) Maphumulo 1982	No. of cleansed records as per close out report	June 2010	KDM 9192		KDM 6102 Mandeni 5308		Mandeni 2165		Maphumulo 1982	N/A	Director Finance	N/A	N/A	N/A	No Director

ANNEXURE SIX

2009/2010 iLembe SDBIP - Operating Budget - Finance Department

National KPA	Key Performance Area (KPA)	Baseline indicator	Key Performance Indicator KPI	Annual Target	Performance – as per target								Individual	MMs Score	Agreed Score	Evaluation Score	Comments
					[illegible]		[illegible]		[illegible]		[illegible]						
					Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual					
Financial Management	Debt Collection	a) Service Provider engaged b) Debt ≥60 days = R149m	a) Consumer profile by deadline (KDM) b)% Reduction in arrear debt	a) End June 2009 b)50%	a) Debt stratified and consumer profile established b) 5%		a) Consumer Profile Maintained b) 35% cumulative		a)Process Continued b) 40% cumulative		a) Process Continued b) 50%	N/A	Director Finance	N/A	N/A	N/A	No Director
	Electronic banking	Manual banking	Change from Manual to Electronic banking by deadline	Sept 2009	Fully operational		N/A		N/A		N/A	Fully Operational	Manager Expenditure	3		3	
	Review of the IDP Financial Plan.	2007/2012 IDP financial plan.	Approved Financial Plan for 2009/2012 financial year by deadline	March 2010	Process Plan (Aug 09)		Implement process plan (Q1 Review completed)		Approved Financial Plan for 2009/2013 financial year.		N/A	N/A	Director Finance	N/A	N/A	N/A	No Director
	Monthly Departmental reporting to Finance Portfolio Committee Contents of FPC Report - Payroll Report - Overtime Report Bank & Investment Balances - Bank Reconciliations - Operating expenditure Capital Expenditure - Consumer Debtors External Loans Cash Flow Forecast	Report by 15th of every month.	Reports submitted by 15th of every month.	Monthly.	Reports submitted by 15th of every month.		Reports submitted by 15th of every month.		Reports submitted by 15th of every month.		Reports submitted by 15th of every month.	N/A	Director Finance	N/A	N/A	N/A	No Director
	Compliance with the SCM Policy	75 days to complete the bid process.	Turnaround period of processing a bid.	Maintain bid process at 75 days - June 2010	75 days to complete bid process		75 days to complete bid process		75 days to complete bid process		75 days to complete bid process	Not reported	Manager SCM	1		N/A	New Manager not to be penalised
	Reduction in procurement time in line with the SCM Policy	6 Days	Maintainance of days in turnaround time (UM - Days) (Evidence - date	Maintain 6 days turnaround time	6 days		6 days		6 days		6 days	Not reported	Manager SCM	1		N/A	New Manager not to be penalised
	Disposal of goods as per instructions from HOD's	80%	% of total requests received where goods are Disposed of as per SCM Policy	90%	80%		85%		90%		90%	Not reported	Manager SCM	1		3	
	Effective compliant stores	No adequate systems and staff in stores	More effective, procurement compliant Stores - % reduction in stock variance	Install computers, employ issuer and receiver	Train Staff - 0% reduction		Implement changes & reporting - 5% reduction		N/A		N/A	Not reported	Manager SCM	1		2	
	Compilation of Financial Statements 2008/2009.	2007/2008 Financial Statements	Completed 2008/2009 financial statement by deadline.	Completed 2008/09 financial statement - 31 August 2009	Completed 2008/09 financial statement.		N/A		N/A		N/A	Done by 31 August 2009	Manager: Budget and Financial Management	4		4	

2009/2010 iLembe SDBIP - Operating Budget - Finance Department

National KPA	Key Performance Area (KPA)	Baseline indicator	Key Performance Indicator KPI	Annual Target	Performance – as per target								Individual	MMs Score	Agreed Score	Evaluation Score	Comments
					Quarter ending [illegible]		[illegible]		[illegible]		[illegible]						
					Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual					
Financial Management	Obtain unqualified audit report for 2007/2008.	Qualified audit report for the 2006/2007 financial year.	Unqualified audit report by the AG for 2007/08.	Unqualified audit report by the AG for 2007/08.	Attend to Audit queries		Attend to audit queries and respond to AG's audit report		Submit audit report to Council		N/A	Received unqualified report	Manager: Budget and Financial Management	4		4	
	Statutory monthly reporting to National Treasury. **1. Monthly Reports (s71 of MFMA)** Debtors ageing (AD) Creditors ageing (AC) Statement of Financial Performance (OSA) Capital Expenditure Cash Flow actuals (CFA) **2. Quarterly Reports to various stakeholders** MSIG (DPLG) Quarterly budget reviews (Council, Provincial Treasury) - Quarterly withdrawals (Council, Provincial Treasury, Auditor General)	Report by 14th of every month.	Reports submitted by 14th of every month.	Monthly.	Reports submitted by 14th of every month.		Reports submitted by 14th of every month.		Reports submitted by 14th of every month.		Reports submitted by 14th of every month.	All reports received by the 14th of every month	Manager: Budget and Financial Management	4		4	
	Compile Budget for 2010/2011.	2009/2010 Operating and Capital Budget.	Approved fully funded Operating & Capital Budget for 2010/2011 by deadline	31 May 2010	Submit budget programme to the Mayor		Continue with Budget Process		Prepare 2008/09 adjustment budget & 2009/10 draft budget		Prepare 2009/10 final budget & submit for approval - end May	Adopted 15 June 2010	Manager: Budget and Financial Management	3		4	
	To ensure that all financial transactions conform to GRAP	IMFO standards	100% GRAP compliance by deadline	100% GRAP compliance by June 2010	Draw up a draft implementation plan for GRAP & start staff training		GRAP implementation per plan continues and more training for staff		Verification & balancing of assets		100% GRAP compliant	Awaiting handover from PWC	Manager: Budget & Financial Management	2		2	
	Budget Policy Review	Existing Policy	1. Approved policy by Council by deadline. (Evidence - Exco Resolution)	Dec 2009	Workshop Council		Council Approval		Implementation		Implementation	Approved by Council in Dec	Manager: Budget and Financial Management	3		3	
	Tariff Policy Review	Draft policy	1. Approved policy by Council. (Evidence - Exco Resolution) 2. Date of approval. (UM - Date) (Evidence - Date Exco Res.)	Dec 2009	Workshop Council		Council Approval		Implementation		Implementation	Approved by Council in Dec	Manager: Budget and Financial Management	3		2	
	Meter Replacement - KwaDukuza	Number of estimated meters as of June 2009 - 2060	Number of Meters Replaced by deadline	1081 meters by end Dec 2009	540 meters replaced		540 meters replaced		N/A		N/A	1056	Manager: Revenue	3		3	

2009/2010 iLembe SDBIP - Operating Budget - Finance Department

National KPA	Key Performance Area (KPA)	Baseline indicator	Key Performance Indicator KPI	Annual Target	Performance – as per target								Individual	MMs Score	Agreed Score	Evaluation Score	Comments
					[illegible]		[illegible]		[illegible]		[illegible]						
					Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual					
Financial Management	Revenue collection - Meter reading	5000 meter readings verified per month	Decrease in no of meter readings verified by deadline (UM - Number) (Evidence - Monthly final deviation report)	2000 meters by end June 2010	500 meters		1300 meters		1600 meters		2000 meters	4306 reduction	Manager: Revenue	5		5	
	Electronic Meter Reading (Radix)	2 LM's	Increase in number of LM's using Radix	2 more LM's	a) Upgrade Radix system b) Purchase hand held.		Implement (2 additional LM's served)		N/A		N/A	Ndwedwe & Maphumulo	Manager: Revenue	3		3	
	Revenue collection.- Returned Statements	674 statements returned	% Reduction in the no of statement of accts returned. (UM - No) (Evidence -	Decrease no of returned statements by 50% - June 2010	10% decrease		20% decrease		30% decrease		50% decrease	66% decrease	Manager: Revenue	5		4	
	Customer Care	a) None b) 7 working days	a) % reduction in the number of registered queries b) No of days to resolve queries	a) 100% b)3 working days	a) Establish baseline b) 6 days		a) 30% reduction b) 4 days		a)60% reduction b) 3 days		a) 100% reduction b) 3 days	a) Not measured b) Not measured	Manager: Revenue	1		N/A	Call centre not functional
	Electronic Payments by Consumers	No Electronic Payments	a) Fully functional debit order facility by deadline b) Master Card payment facility by deadline	a) Availability of debit order facility to consumers b)Availability of electronic payments to consumers b) Debit order	Debit order facility available to consumers		Electronic payments available to consumers		N/A		N/A	Done by Jan 2010	Manager: Revenue	3		3	Delay in authorisation
	Revenue collection - Credit Control	59%	% monthly payment rate increase (UM - %) (Evidence - Monthly control list)	Increase to 75%	3% increase		4% increase		4% increase		5% increase	17% to 58%	Manager: Revenue	2		2	
	Revenue collection - Indigent Support	KDM Indigent register available	a)% of applications received that are registered as indigent (UM - %) (Evidence - Register)	100% of applications received are registered	100%		100%		100%		100%	100%	Manager: Revenue/Manager Communications	3		3	
	Rand for Rand Campaign	20%	Total % of all registered consumers paying their current acct monthly	90%	50%		60%		75%		90%	46%	Manager Revenue	2		2	
	Payment of creditors	80%	Percentage of creditors paid within 30 days	95%	80%		85%		90%		95%	90%	Manager: Expenditure	2		2	
	Improve quality of claims submitted (O/Time & Travel)	None	% reduction in claims returned by Finance to claimees	80%	20%		40%		60%		80%	94%	Manager: Expenditure	4		4	
	MIG	Payment made within 5 days from date of receipt of claim	% of claims submitted to Finance paid within 5 days	100%	100%		100%		100%		100%	77%	Manager: Expenditure	2		3	Delay due to insufficient MIG funding